



## Changing Your Message Playback Preferences

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## About Message Playback Preferences

Message playback preferences control what you hear when you check messages by phone. You can use message playback preferences in conjunction with phone menu preferences to customize many aspects of the Cisco Unity Connection conversation.

## What You Hear When You Check Messages

When you log on by phone, Cisco Unity Connection plays your recorded name and then tells you how many new and saved messages you have. After your message counts, Connection plays the Main menu.

Once you choose to play either your new or old messages, Connection plays them in the order you specify in the Cisco Unity Assistant web tool—first ordered by message type and urgency, then by the time the message was sent.

What you hear about a message and the sender depends on whether the message was left by another user or by an unidentified caller:

<b>Connection user</b>	Connection plays the message number, time stamp, and name and/or extension of the user who left the message.
<b>Unidentified caller</b>	Connection plays the message number and time stamp. Connection may also play the phone number of the caller, if the number is available and if the system is set up to do so.

You can specify what information Connection plays about a message and the message sender before and after playing messages.

## Changing Playback Volume for Messages

This section contains two procedures. Do the applicable procedure to change message-playback volume for messages heard by phone or through computer speakers.



- Note** The volume that you set in the following procedures does not affect the volume of the Cisco Unity Connection conversation, recorded names, or user greetings.

### To Change Playback Volume for All Messages You Hear by Phone

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- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback Preferences page, in the Message Volume list, click the level at which you want to hear messages played.
- Step 3** Scroll to the bottom of the page, and click **Save**.
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### To Change Playback Volume for All Messages You Hear Through Computer Speakers

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- Step 1** In the Cisco Unity Assistant, go to any page that contains the Media Master. (For example, on the Preferences menu, click Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Master, click and drag the **Volume** slider to decrease or increase playback volume, as applicable.
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## Changing Playback Speed for Messages

This section contains two procedures. Do the applicable procedure to change message-playback speed for an individual message, or for all messages heard by phone or through computer speakers.



- Note** The speed that you set in the following procedures does not affect the speed of the Cisco Unity Connection conversation, recorded names, or user greetings.

### To Change Playback Speed for All Messages You Hear by Phone

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- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback Preferences page, in the Message Speed list, click the level at which you want to hear messages played.

- Step 3** Scroll to the bottom of the page, and click **Save**.
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#### To Change Playback Speed for All Messages You Hear Through Computer Speakers

- Step 1** In the Cisco Unity Assistant, go to any page that contains the Media Master. (For example, on the Preferences menu, click Personal to use the one in the Recorded Name field.)
- Step 2** On the Media Master, click and drag the **Speed** slider for slower or faster playback, as applicable.
- Step 3** Click **Play** to save the speed setting for all messages that you hear through your computer speakers.
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## Changing Message Playback Order

You can customize the order in which your new, saved, and deleted messages are played. For new and saved messages, you use playback settings to sort by message type (for example, voice or e-mail) and by urgency. For example, you can specify that Cisco Unity Connection plays urgent voice messages first, then urgent faxes, followed by normal voice messages.

By default, new and saved messages are sorted by type in the following order:

- Urgent voice messages
- Normal voice messages
- Urgent faxes
- Normal faxes
- Urgent e-mails
- Normal e-mails
- Receipts and notices

Note that except for receipts, messages are sorted so that Connection plays urgent messages for each message type first. (Receipts are sorted only by the time that they were sent.)

For each message type, Connection plays the messages according to the time a message was sent, so that either the newest or oldest messages are played first. Because deleted messages are not sorted by type, you can indicate only whether Connection plays newest or oldest messages first.

Table 1 lists the default order for new, saved, and deleted messages, regardless of message type.

**Table 1** *Message Playback Order*

Message State	Default Order
New	Newest message first
Saved	Oldest message first
Deleted	Oldest message first

Table 2 illustrates how message playback order works. The example shows the order in which Connection plays messages when you listen to messages on a Thursday afternoon, based on the default order settings.

**Table 2      Example of How Message Playback Order Works**

New Messages	Saved Messages	Deleted Messages <sup>1</sup>
1. Urgent voice message sent Tuesday at 2:13 p.m.	1. Urgent voice message sent Tuesday at 10:30 a.m.	1. Urgent voice message sent Tuesday at 10:30 a.m.
2. Urgent voice message sent Tuesday at 10:30 a.m.	2. Urgent voice message sent Tuesday at 2:13 p.m.	2. Urgent voice message sent Tuesday at 2:13 p.m.
3. Normal voice message sent Thursday at 8:30 a.m.	3. Normal voice message sent Wednesday at noon.	3. Normal voice message sent Wednesday at noon.
4. Normal voice message sent Wednesday at noon.	4. Normal voice message sent Thursday 8:30 a.m.	4. Urgent e-mail message sent Wednesday at 4:10 p.m.
5. Urgent e-mail message sent Wednesday at 4:10 p.m.	5. Urgent e-mail message sent Wednesday at 4:10 p.m.	5. Normal voice message sent Thursday 8:30 a.m.

1. You may not be able to play deleted messages by phone. Ask your Connection administrator.

### To Change Message Playback Order

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- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
  - Step 2** On the Message Playback page, in the New Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
  - Step 3** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all new messages. (Note that this does not allow you to have a particular message type played.)
  - Step 4** In the Saved Message Play Order section, use the **Move Up** and **Move Down** buttons to put the list of message types in the order in which you want them played.
  - Step 5** In the Then By list, click **Newest First** or **Oldest First** to specify the message order for all saved messages.
  - Step 6** In the Deleted Message Play Order section, click **Newest First** or **Oldest First** to specify the message order for all deleted messages.
  - Step 7** Scroll to the bottom of the page, and click **Save**.
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## Changing What Cisco Unity Connection Plays Before and After Messages

Message properties are pieces of information about a message that Cisco Unity Connection can play before and after a message.

By default, Connection plays the following message properties:

<b>Sender's Information</b>	Before playing the message, Connection plays the name of the user who sent the message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
<b>Message Number</b>	Before playing the message, Connection announces the sequential number of a message. (For example, “Message 1, a voice message...Message 2, a voice message...”)
<b>Time the Message Was Sent</b>	<p><b>Tip</b> Although you can turn off message counts in the Cisco Unity Assistant, it is handy to know how many messages you have as you can skip ahead or back to a particular message by entering the message number.</p>

You can specify whether you want Connection to play all, none, or a combination of these message properties.

If you choose to hear message properties after listening to a message, Connection plays the following properties:

<b>Message Type</b>	Connection plays whether the message is new, saved, or deleted. If applicable, Connection will also play whether the message is private or urgent.
<b>Sender's Information</b>	Connection plays the recorded name of the user who sent a message, if available. Connection may also play either the phone number of an unidentified caller, if available, or the extension of the user who sent the message.
<b>Time the Message Was Sent</b>	This is the time stamp. Connection announces the day, date, and time that a message was sent.

For receipts, the information that Connection plays differs slightly. Whether Connection plays the time stamp and reason for a receipt before or after the list of recipient(s), depends on how many recipients are associated with the receipt:

<b>One recipient</b>	Time stamp and reason are played after the recipient name.
<b>More than one recipient</b>	Time stamp and reason are played before the recipient list.

### To Change What Cisco Unity Connection Plays Before and After a Message

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- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.
- Step 2** On the Message Playback page, scroll down to the Before Playing Each Message Play section, and check or uncheck any or all of the following three check boxes to specify what information Connection plays before each message:
- Sender's Information
  - Message Number

- Time the Message Was Sent

**Step 3** In the After Playing Each Message Play section, check or uncheck the **Time the Message Was Sent** check box to specify whether Connection plays the message time stamp after playing each message.

**Step 4** Click **Save**.

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## Changing How Connection Handles Messages When You Hang Up or Are Disconnected

When you hang up or are disconnected while listening to a message, Cisco Unity Connection retains the message as is—either as new or saved.

You can choose whether Connection leaves messages marked as new or marks them as saved when you have accessed the message body and then hang up or are disconnected before indicating how to manage the message.

### To Change How Connection Handles Messages When You Hang Up or Are Disconnected

**Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.

**Step 2** On the Message Playback page, in the When a Call Is Disconnected or I Hang Up section, choose the applicable option:

<b>Save Message</b>	Connection marks messages as saved.
<b>Mark Message New</b>	Connection retains the message as is—either as new, saved, or deleted.

**Step 3** Click **Save**.

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## Changing Whether Connection Confirms Message Deletions

You can choose whether Cisco Unity Connection asks for confirmation when you delete new and saved messages by phone.

### To Change Whether Connection Confirms Message Deletions

**Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Message Playback**.

**Step 2** On the Message Playback page, in the When Deleting a Message section, check the **Confirm Deletions of New and Saved Messages** check box to have Connection ask for confirmation.

Uncheck the check box if you do not want Connection to ask for confirmation.

**Step 3** Click **Save**.

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